



Update: CF-C2 Software Patch Released

July 3rd, 2018

The Battery Diagnostic Control Software for the CF-C2 is now available for download. The software will diagnose the state of the battery and control the risk of ignition for the CF-C2 series of laptop. The software can be obtained from the below Website:

[CF-C2 Battery Diagnostic / Control Software](#)

The Battery Diagnostic Control Software for the CF-SX2 series of laptop will be available for download in mid-July at which time an additional update regarding its release will follow.

If you have any questions, concerns, or require any assistance please contact our support group at:

Contact information

Email: esdservice@ca.panasonic.com

Phone (Toll free): 1-800-668-8368

Online case: <http://support.toughbook.ca/onlinecase.aspx>

Support site: <http://support.toughbook.ca/>



Mandatory Product Safety Notice

March 29, 2018

Panasonic Safety Announcement for Preventing Spontaneous Battery Ignition and associated Risk of Fire Hazard with Panasonic Toughbook CF-C2 Series and CF-SX2 series.

Dear Panasonic Toughbook Customer,

We are currently developing a software tool that can be downloaded directly onto the Laptop PC which diagnoses and controls the state of the battery to avoid ignition risk. This software will be available on June 12th, 2018. Please note that we will not replace the batteries in the above models. Until this software is available, **as an interim measure to reduce the risk of safety incidents, it is essential that you use the BIOS utility to enable the ECO / High Temp mode.**

The ECO / High Temp mode limits the charging capacity to 80% to prevent increases in internal pressure, and to lower the risk of an incident occurring. Due to this ECO / High Temp Mode, the battery operating time will be 80% of what it was previously.

Please check whether your product is one of those affected from the chart below. If your product is affected, we must unfortunately request that you take the Emergency measure and set ECO / High Temp mode at your earliest convenience.

Affected Models and Number of Units

Model	Manufacturing period	Number affected
CF-SX2	January 2012 - March 2018	325
CF-C2	October 2012 - March 2018	1,723
Total:		2048

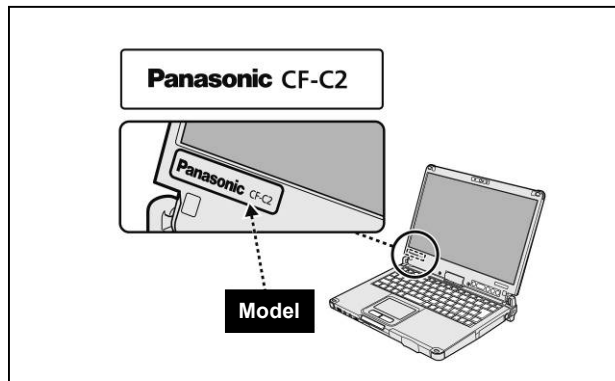
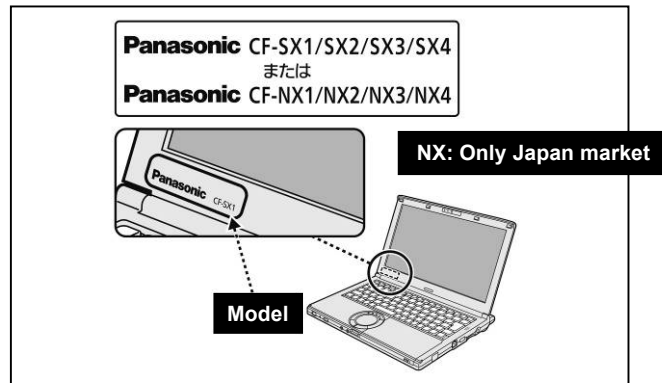
Please see the instructions below to determine whether your Laptop PC is affected by this safety notice.

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MODELS AFFECTED IN THIS NOTICE:

How to identify the models affected

Check the model of your computer (see diagram below)





IF YOU HAVE ONE OF THE LAPTOP MODELS IMPACTED BY THIS NOTICE, YOU SHOULD IMMEDIATELY TAKE THE FOLLOWING STEPS:

TYPE OF ACTION:

Step 1:

Reduce the risk of safety incidents by setting the ECO / High Temp mode until the battery diagnosis/control software is available. (Utilize the downloadable BIOS utility to make the setting change)

ECO / High Temp Mode Utility (Download from the following URLs)

Model	Download
CFC2	http://help.panasonic.ca/PCS/Firmware/CFC2_BATTBIOS_Tool.zip
CFSX2	http://help.panasonic.ca/PCS/Firmware/CFSX2_BATBIOS_Tool.zip

Step 2:

Once the battery diagnosis/control software is made available on June 12th, 2018, we will guide you through the downloading and installation process.

CONTACT INFORMATION

If you need assistance with the download utility, or other associated questions please use one of these support channels.

Email: esdservice@ca.panasonic.com
Phone (Toll free): 1-800-668-8386
Online case: <http://support.toughbook.ca/onlinecase.aspx>
Support site: <http://support.toughbook.ca/>

We sincerely apologise for any inconvenience caused by this notification. Panasonic is committed to offering the highest quality products and superior customer service.

Thank you for your cooperation and understanding.